

# Patient Experience Matters

## SPEAKERS AND PANELISTS

**Maureen Booth, Muskie School of Public Service:** Maureen Booth is Senior Research Associate at the Muskie School of Public Service at the University of Southern Maine. For the past 10 years, Maureen has focused her work on the design, implementation and evaluation of quality improvement systems within home and community based service programs, public health, and primary care and managed care organizations. Maureen is currently providing staff support to the Dirigo Health Agency to implement a statewide consumer experience survey to patients served by primary care and specialty practices throughout the state. Maureen has extensive experience working with states and the federal government in developing tools, training and policies to monitor and improve program quality and to effectively use data in decision making.

**Claire Cote, Director Clinical Standardization, CMMC:** Claire Cote is currently the Director of Clinical Standardization at Central Maine Healthcare (CMH). Ms Cote's previous roles include Director of Outpatient Cardiovascular Services at Central Maine Heart and Vascular Institute and the Chief Financial Officer of Central Maine Orthopaedics. In her current role, Ms Cote is responsible for process improvement projects including overseeing CMMC's Reduction in Clinical Variation and CMH's Patient Satisfaction Initiatives, where she serves as the improvement coach. In her role with Patient Satisfaction, Ms Cote works with healthcare providers located in over 75 different sites in the pursuit of the ideal patient experience. Ms. Cote is actively involved in aligning provider incentives with CMH's strategic initiatives.

**Josh Cutler MD, Executive Director, Maine Heart Center:** Josh Cutler practiced clinical and interventional cardiology in Washington, DC, and Portland, Maine, from 1980 until 2007. From 2007-2010, Josh Cutler was Director of the Dirigo Health Agency's Maine Quality Forum. Since 2010 he has been a medical director in Clinical Integration at MaineHealth and Executive Director of the Maine Heart Center, a network of cardiologists, cardiac surgeons, and five hospitals in central and southern Maine.

**Alexander Dragatsi, DHA's Maine Quality Forum:** Alexander Dragatsi is Program Coordinator at the Dirigo Health Agency's Maine Quality Forum. In his current capacity, Alexander manages the agency's projects on Healthcare Associated Infections and patient experience as well as serves as staff to agency work groups and manages contracts with external funders and contractors. Prior to this latest position, Alexander worked as an epidemiologist with the Maine CDC's Immunization Program where he was involved in case investigations, infectious disease surveillance and was the Perinatal Hepatitis B and VAERS coordinator for Maine. Before working for State government, Alexander applied his skills to strategic planning and project management at the Aroostook Medical Center in Presque Isle following several years of public health work in Canada.

**Karynlee Harrington, Executive Director, Dirigo Health Agency:** Karynlee Harrington has served as then Executive Director of the Dirigo Health Agency for the last eight years. At the Agency, Ms. Harrington has overseen the introduction and support of DirigoChoice, the State's subsidized private insurance program (currently offered through Harvard Pilgrim Health Care). Ms. Harrington is also responsible for the Maine Quality Forum which is charged with improving health care quality and safety in the State of Maine. Prior to joining the Agency, Ms. Harrington served as the Vice President of Sales & Customer Support for CIGNA HealthCare of Maine and New Hampshire.

**Robert Keller MD, Chair of DHA's Maine Quality Forum Advisory Council:** Robert B. Keller, M.D. is an orthopaedic surgeon. He has published over 75 articles and chapters on the subject of small area analysis, physician feedback and behavior change, and outcomes research, focusing on musculoskeletal conditions. From 1988 to 2000, Dr. Keller was Executive Director of the Maine Medical Assessment Foundation, a health services research organization conducting research and quality improvement projects on cesarean section, heart disease, pediatric medical conditions, carpal tunnel syndrome and low back pain. Since 2010, Dr. Keller has served as Chair of Dirigo Health's Maine Quality Forum Advisory Council.

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**Lisa Letourneau MD, Executive Director, Maine Quality Counts:** Dr. Lisa Letourneau serves as the Executive Director of Maine Quality Counts, a regional multi- improvement collaborative committed to improving health care quality in Maine. She serves as physician champion for several quality improvement efforts, including the Aligning Forces for Quality initiative and the Maine Patient Centered Medical Home Pilot.

**Mary Mayhew, Commissioner, ME Department of Health and Human Services:** Prior to Commissioner Mayhew's appointment, she was the Senior Health Policy Advisor for the LePage Administration, focusing on health care issues and policies on both the state and federal levels. Before joining the LePage Administration, Mary Mayhew served as the Vice President for the Maine Hospital Association for 11 years. She was previously a partner in the public affairs firm of Hawkes & Mayhew based in Augusta and also has served as a manager of state government relations for Equifax Corporation in Atlanta, Georgia.

**Elizabeth Mitchell, Chief Executive Officer, Maine Health Management Coalition:** Elizabeth Mitchell currently serves as CEO of the Maine Health Management Coalition, an employer-led, multi-stakeholder coalition whose mission is to improve the value of healthcare services. The Coalition is actively engaged in payment reform and health system redesign with its many partners. Elizabeth also serves as chair of Maine's Chartered Value Exchange, is Co-director of Maine's Aligning Forces for Quality project, and plays an active role in the Advisory Committee of the Maine Quality Forum. Prior to being appointed CEO, Elizabeth served in the Maine State Legislature, and held posts at National Academy for State Health Policy, London's Nuffield Trust, a health philanthropy, and Maine Health Maine's largest integrated health system.

**Kathy Record, Member, Patient Advisory Council at Winthrop Family Practice:** Kathy is married with three grown children. She spent her career working in the information technology field, retiring from the State of Maine as the Associate Chief Information Officer in 2010.

**Dale Shaller, Principal, Shaller Consulting Group:** Dale Shaller is Principal of Shaller Consulting Group, a health policy analysis and management consulting practice based in Stillwater, Minnesota. He has devoted nearly three decades to the design, implementation, and evaluation of health care quality measurement and improvement programs, with a special focus on listening to the voice of the patient and promoting methods for engaging consumers in managing their health and health care.

His work on measuring and improving the experience of patients and families has been based in the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) program funded by the U.S. Agency for Healthcare Research and Quality. He has served as a member of the Harvard and Yale CAHPS research teams for 10 years, working on patient experience survey design, measurement, and reporting issues. He has directed the National CAHPS Benchmarking Database since its inception in 1998 and is a co-author of *The CAHPS Improvement Guide* and other articles related to strategies for improving the patient experience.

Mr. Shaller currently serves as the Chair of the Patient Experience Committee for the Aligning Forces for Quality program funded by the Robert Wood Johnson Foundation. He has been a principal investigator on several projects funded by the Picker Institute, including a series of case studies documenting factors contributing to high-performing patient- and family-centered medical centers. He also has written a series of reports on consumer decision-making in health care, and was a founding developer of the *TalkingQuality* website that provides practical guidance to developers of health care quality reporting tools for consumers. He has served on many national health care advisory panels and is a frequent writer and presenter on health care quality and patient engagement strategies. He received his B.A. from Kalamazoo College and holds a Master's degree in public affairs from the Humphrey Institute of Public Affairs at the University of Minnesota.